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North Georgia Medical Reserve Corps Policy & Procedure Manual



North Georgia Health District



**Emergency Preparedness District
North Georgia Health District 1, Unit 2**

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Volunteer Position Descriptions

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Food Service Volunteer
Foreign Language Interpreter
Forms Collector/Exit Area Volunteer
Forms Distributor/Education Area Volunteer
Greeter/Initial Triage Personnel
Inventory Assistant
Maintenance/Janitorial Volunteer
Patient Escort/Runner
Shipping & Receiving Assistant
Storing & Picking Assistant
Supply Driver
Volunteer Coordination Center Assistant

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1. The Volunteer Program

1.1. Policy on Utilization of Volunteers

An organized and efficient response to a public health emergency depends on the active participation of members of the community. To that end, the Emergency Preparedness District of the North Georgia Public Health District 1-2 accepts and encourages the involvement of volunteers at numerous levels of this response.

1.2. Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to District volunteers and to staff involved in volunteer management. These policies are intended for internal management guidance only and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The District reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Volunteer Coordinator and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Volunteer Coordinator.

1.3. Scope of Volunteer Policies

Unless specifically stated, these policies apply to all North Georgia Medical Reserve Corps, (North Georgia MRC), volunteers in all programs and projects undertaken by or on behalf of the District, and to all sites of operation of the District.

1.4. Role of the Volunteer Coordinator

The productive utilization of volunteers requires a planned and organized effort. The function of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer management within the District and to direct and assist staff and volunteers in the provision of services. The Volunteer Coordinator shall also bear responsibility for maintaining a liaison with other volunteer-utilizing programs in the community and assisting in community-wide efforts to recognize and promote volunteering. The Volunteer Coordinator shall bear primary responsibility for planning for effective volunteer utilization, for recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers to the District.

1.5. Definition of ‘Volunteer’

A ‘volunteer’ is anyone who is a member of the North Georgia MRC and without compensation or expectation of compensation performs a task at the direction of and on behalf of the District. A ‘volunteer’ must be officially accepted and enrolled by the District prior to the performance of any task.

1.6. Spontaneous Volunteers

The District also accepts as volunteers those who spontaneously respond to a public health emergency. In each of these cases, however, the volunteer will be asked to complete any necessary tracking and screening paperwork prior to assignment and to participate in any training specific to assigned duties. Individuals who fail to follow these guidelines are not considered a District volunteer, nor will they be allowed to function as a District volunteer.

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1.7. Service at the Discretion of the District

The District accepts the service of all volunteers with the understanding that such service is at the sole discretion of the District. Volunteers agree that the District may decide to terminate the volunteer's relationship with the District if deemed to be necessary.

The volunteer may at any time for whatever reason, decide to sever the volunteer's relationship with the District. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor and presented in writing to the Volunteer Coordinator.

1.8. Volunteer Rights and Responsibilities

Volunteers are a valuable resource to this District, its staff, and the communities it serves. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the District.

1.9. Scope of Volunteer Involvement

Volunteers may be utilized in programs and activities specified by the District. Volunteers should not, however, be utilized to displace any paid employees from their positions.

2. Volunteer Management Procedures

2.1. Maintenance of Records

A system of records is maintained on each volunteer with the District, including volunteer application, dates of service, training completed, duties performed, and evaluation of work. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Volunteer Coordinator in a timely and accurate fashion.

Volunteer personnel records shall be accorded the same confidentiality as staff personnel records. Requests for release of information beyond dates of service and duties performed (i.e. letters of recommendation) should be made directly to the Volunteer Coordinator, either verbally or in writing.

2.2. Conflicts of Interest

No person who has a conflict of interest with any activity or program of the District, whether personal, philosophical, or financial shall be accepted to serve as a volunteer with the District.

Furthermore, all volunteers shall make every effort to avoid even the appearance of a conflict of interest. An appearance of conflict exists when a reasonable person would conclude from the circumstances that the volunteer's ability to protect the public interest, or perform public duties, is compromised by personal interests. An appearance of conflict could exist even in the absence of a true conflict of interest.

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2.3. Representation of the District

Volunteers are not authorized to make public statements on behalf of the District, its partner agencies, or any employee or volunteer of those organizations. All media requests must be directed to the Volunteer Coordinator and/or the Public Information Officer.

2.4. Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall District business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the District.

2.5. Worksite

An appropriate worksites shall be established prior to the activation of any volunteer. This worksite shall contain the necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform their duties.

2.6. Dress Code

As representatives of the District, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

2.7. Sign-In/Sign-Out Sheets

Individual volunteers are responsible for signing in and out during training sessions, exercises, drills, and actual events. These sign-in/sign-out sheets will serve as proof of hours served, as well as a safety measure to ensure proper accounting of individuals during events.

3. Volunteer Recruitment and Selection

3.1. Position Descriptions

A position description will be developed for each volunteer position. This description will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position descriptions shall include the position title, the purpose, duties, and qualifications of the position and the training and support provided.

Position descriptions will be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially.

3.2. Recruitment

Volunteers are recruited by the District on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers will be recruited without regard to gender, handicap, age, race, or other condition. The sole qualification for volunteer recruitment will be suitability to perform a task on behalf of the District. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will later be matched with specific functions.

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3.3. Interviewing

Prior to being assigned to a position, all volunteers will be interviewed to ascertain their suitability for and interest in that position. The interview should determine the qualifications of the volunteer and his/her commitment to fulfill the requirements of the position, and it should answer any questions that the volunteer might have about the position.

3.4. Health Requirement

Volunteers will be asked to affirm that they are free of health or physical limitations which would hinder their ability to perform assigned tasks effectively.

Volunteers under a course of treatment which might affect their volunteer work will not be accepted without written verification of suitability from their physician.

Any volunteer who, after acceptance and assignment by the District, enters a course of treatment that might adversely affect or compromise the performance of their volunteer duties must notify the Volunteer Coordinator immediately.

3.5. Background Checks

All adult volunteers will be subject to a background check prior to acceptance. A background check may include information about an individual's criminal history, driving record, education, professional credentials, and work history. Applicants who have been convicted of a felony or who have a misdemeanor conviction in an area which causes concern for the safety and wellbeing of the public, or concern for the protection of District property will not be accepted as part of the North Georgia Medical Reserve Corps.

3.6. Acceptance and Assignment

Service as a North Georgia Medical Reserve Corps volunteer with the District will begin with an official notice of acceptance. Notice is only given by an authorized representative of the District, normally the Volunteer Coordinator. At the time of final acceptance, each volunteer shall complete all necessary enrollment paperwork and will receive a copy of their position description, as applicable. No volunteer shall begin performance of any position until officially assigned to that position and have completed all necessary paperwork, screening and training.

In assigning a volunteer to a position, attention is given to the interests and capabilities of the volunteer, as well as to the requirements of the volunteer position.

3.7. Professional Services

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so, and they may do so only if their volunteer assignment calls for those services. A copy of the professional certificate or license will be maintained in the volunteer's file.

3.8. Length of Service and Change of Status

Because the nature of volunteer work with the District is most often on an "as-needed/on-

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call” basis, volunteer roles are filled with an open length of service. Volunteers are asked to contact the Volunteer Coordinator to make any changes to their voluntary status.

3.9. Leaves of Absence

All volunteers are performing on a voluntary basis. If, during the course of a mobilization a volunteer needs a leave of absence, it is requested that the volunteer inform the Volunteer Coordinator prior to leaving.

4. Volunteer Training and Development

4.1. Orientation

All volunteers will receive a general orientation to the nature and purpose of the North Georgia Health District and of the Emergency Preparedness District, an orientation to the nature and operation of the program or activity for which they are recruited, and a specific orientation to the purposes and requirements of the position which they are accepting in that effort.

4.2. General and Position-Specific Training

Volunteers are required to complete general and position-specific training to provide them with the information and skills necessary to perform their volunteer assignment. All required general training should be completed within a reasonable amount of time after being accepted as a District volunteer – no longer than 12 months.

4.3. Staff Involvement in Orientation and Training

Staff members with responsibility over delivery of services will have an active role in the design and delivery of both orientation and training of volunteers. Volunteers will also have the opportunity to attend training attended by staff whenever appropriate.

4.4. Volunteer Involvement in Orientation and Training

Experienced volunteers may be included in the design and delivery of volunteer orientation and training.

4.5. Continuing Education

Ongoing training and educational opportunities will be available to volunteers during their service to the District. Participation in continuing education is encouraged for all volunteers. This continuing education may include additional information pertinent to the performance of their current volunteer assignment, as well as general information, and may be provided by the District or by other relevant organizations.

4.6. Conference Attendance

Volunteers are encouraged to attend conferences and meetings that are relevant to their volunteer assignments. Volunteers are requested to submit proof of training or certification to the Volunteer Coordinator.

4.7. On-Site Training

In the event of a public health emergency requiring volunteer involvement, it may be impossible to provide training to volunteers in the usual means and manner. In this situation, volunteers will receive general orientation and position-specific training on-site in the most efficient, yet effective, manner possible.

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5. Volunteer Supervision and Evaluation

5.1. Requirement of a Supervisor

Each volunteer who is accepted to a position with the District will have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor will be responsible for day-to-day management and guidance of the work of the volunteer and will be available to the volunteer for consultation and assistance.

In general, each volunteer will be under the supervision of the Volunteer Coordinator, but may be supervised by other staff during emergency operations or other assignments.

5.2. Volunteers as Volunteer Supervisors

A volunteer may be assigned to supervise other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

5.3. Volunteer/Staff Relationships

Volunteers and staff are considered partners in implementing the mission and programs of the District, with each having complimentary roles to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

5.4. Staff Volunteer Management Training

An orientation on working with volunteers will be provided to all staff.

5.5. Staff Involvement in Volunteer Evaluation

Affected staff will be involved in all evaluation and work assignments of volunteers with whom they are connected.

5.6. Lines of Communication

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer. Lines of communication should operate in both directions and should exist both formally and informally.

5.7. Absenteeism

Though volunteers will not usually have a regular schedule, volunteers may sometimes be scheduled for a particular event or exercise. If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

5.8. Evaluations

Evaluations of volunteers will be an on-going process. The evaluation will be utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the District, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position.

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5.9. Corrective Action

In appropriate situations, corrective action may be required. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal of the volunteer.

5.10. Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the District or who fail to perform their volunteer assignment satisfactorily are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. The Volunteer Coordinator is responsible for dismissals of volunteers. Staff must seek the consultation and assistance of the Volunteer Coordinator.

Possible reasons for dismissal may include, but are not limited to the following:

gross misconduct or insubordination; being under the influence of alcohol or drugs; theft of property or misuse of District equipment or materials; abuse or mistreatment of clients or co-workers; failure to abide by District policies and procedures; failure to meet physical or mental standards of performance; and failure to satisfactorily perform assigned duties.

5.11. Concerns and Grievances

Volunteer concerns and grievances shall be directed to the Volunteer Coordinator. Formal grievances must be documented in writing. The Volunteer Coordinator will investigate all concerns and grievances and will answer each in a timely manner.

If a volunteer is unsatisfied with the Volunteer Coordinator's decision regarding a concern or grievance, the volunteer shall follow the agency's chain of command to address the issue further.

5.12. Resignation

Volunteers may resign from their volunteer service with the District at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

When possible, exit interviews should be conducted with resigning volunteers.

6. Volunteer Support and Recognition

6.1. Access to District Property and Materials

As appropriate, volunteers will have access to District property and materials necessary to fulfill their duties and will receive training in the operation of any equipment. Property and materials will be utilized only when directly required for District purposes. This policy does not include access to and use of District vehicles without prior written permission.

6.2. Insurance

Liability insurance is provided for volunteers engaged in District business. A full copy of the District of Human Resources (DHR) policy regarding liability insurance coverage for volunteers can be found in Appendix 1 of this manual.

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6.3. Volunteer Recognition

A volunteer recognition program exists in order to highlight and reward the contributions of volunteers to the District.

6.4. Informal Recognition

All staff and volunteers responsible for volunteer supervision are encouraged to engage in methods of recognizing volunteer service on a regular basis throughout the year. These methods of informal recognition may range from simple "Thank you's" to a concerted effort to include volunteers as full participants in program decision making and implementation.

6.5. Volunteer Career Paths

Volunteers are encouraged to grow and develop their skills while serving with the District. The District will maintain appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer.

6.6. Staff Recognition

The Volunteer Coordinator will seek to recognize staff who work well with volunteers and will consult with volunteers to identify appropriate staff to receive such recognition.

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Appendix 1 Liability Insurance Coverage for Volunteers

(Copied from DHR Risk Management Manual pp. 1.4.1-1.4.5)

Subject: **Liability Insurance Coverage for Volunteers** (Effective January 1, 1995)

Reference: O.C.G.A. 50-21-20, et seq.

- 1. Background:** The State formerly purchased liability insurance coverage for volunteers through a non-profit corporation in Alexandria, Virginia. Effective July 1, 1993, liability insurance coverage for volunteers became available through the State of Georgia as provided for in the “Georgia Tort Claims Act”, O.C.G.A. 50-21-20, et. seq.
- 2. Retroactive Date of Coverage:**
 - a. Effective date of coverage is July 1, 1993.
 - b. For tort claims and causes of action which accrue on or after the effective date of this insurance coverage, any tort action brought pursuant to O.C.G.A. 50-21-20 is forever barred unless it is commenced within two years after the date of loss was or should have been discovered.
- 3. Exclusions:**
 - a. To any claim filed in any courts operated by any state government other than Georgia or by the United States of America.
 - b. To losses resulting from conduct on the part of the volunteer which was not within the scope of their specifically described volunteer duties as stated on the “Volunteer Registration and Liability Insurance Coverage Application,” Form 5298 (revised 2-94), under the section “Specific Duties to be Performed.”
 - c. To volunteers of agencies under the County Boards of Health.
 - d. Damages resulting from any dishonest, fraudulent, or criminal act or omission of any volunteer for which a criminal prosecution has been successfully made against any insured by verdict, plea of guilty or a plea or nolo contendere.
 - e. Individuals who are paid under a contract to provide a service to a client, potential client, or other specifically identified person and who are insured under another state-sponsored insurance policy. (Example, foster parents are not volunteers when they are providing a service to a foster child and are being paid for the service. Foster parents are insured under the Foster Parent Liability Insurance Policy.)
 - f. Damages to the personal property of the volunteer to include but not limited to wearing apparel, prescription glasses, and automobiles.
 - g. **Interns who are receiving a direct benefit from their assignment are not volunteers and therefore are not covered by this policy.**
- 4. Insured:** The Georgia District of Human Resources is the insured entity under this insurance policy.
- 5. Definitions:** The following definitions apply to this policy.
 - a. “Claim” means any demand against the District of Human Resources for monies only on account of loss caused by the tort of any registered volunteer committed while acting within the scope of his or her official specific volunteer duties.
 - b. “Loss” means personal injury; disease; death; damage to tangible property, including

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lost wages and economic loss to the person who suffered the injury, disease, or death; pain and suffering; mental anguish; and any other element of actual damages recoverable in actions for negligence.

- c. “Person” means a natural person, corporation, firm, partnership, association, or other such entity.
- d. “Volunteer” means any natural person who participates without compensation in a volunteer program organized, controlled and directed by a DHR State entity.
- e. “Occurrence” means an accident including continuous or repeated exposure to substantially the same general harmful conditions.

6. Utilizing Agencies’ Responsibilities:

- a. To insure that the registered volunteer is capable of performing the requested volunteer service.
- b. To insure that Form 5298, Volunteer Registration and Liability Insurance Coverage Application, is completed on all volunteers before the volunteer embarks on their specified volunteer duties (see section 9., below, and Form 5298).
- c. **To insure that the volunteer, if being utilized as a transporter, has a current valid driver’s license for the class vehicle which will be used and proof of private automobile liability insurance for the vehicle which will be used for the transportation purposes.** A photo copy of the volunteer’s driver’s license and the valid vehicle insurance card must be made and maintained in the utilizing agency’s volunteer file. Volunteers are prohibited from operating state-owned vehicles.
- d. To inform the volunteer that by signing the volunteer application, Form 5298, they acknowledge that:
 - (1) Their driver’s license is not suspended.
 - (2) Their motor vehicle driving record (MVR) for the past three years does not contain any serious driving violations such as, but not limited to:
 - (a) driving under the influence,
 - (b) reckless driving,
 - (c) speeding, and/or (d) vehicular homicide.
 - (3) If such an event should occur while they are a registered volunteer, they will notify the state agency which utilizes their volunteer service and will cease to provide this volunteer transportation.

7. Policy Reference: Volunteer Insurance Policy issued by the State of Georgia, Tort Claim Trust Fund, District of Administrative Services.

8. Policy Period: Renewal of the Volunteer Insurance Policy must be made on an annual basis. The coverage period is from July 1 to June 30.

9. Registration of Volunteer and Application for Insurance Coverage:

- a. The insurance policy is applicable to all DHR state entities who sponsor and control an organized volunteer program for the purpose of carrying out the functions of a state entity.

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- b. Volunteer Registration and Liability Insurance Coverage Application, Form 5298, will be completed by the state District utilizing the volunteer and must be completed on all volunteers.
- (1) The completed Form 5298 must be signed by the volunteer and an agency representative.
 - (2) A copy of the completed and signed Form 5298, which clearly outlines the volunteer's job duties, will be provided to the volunteer by the utilizing agency.
 - (3) The original of the completed and signed Form 5298 will be submitted to the DHR – Risk Management office by the sponsoring state agency prior to utilizing the volunteer.
- 10. Type of Policy:** This insurance policy covers all registered volunteers of DHR's state entities and will pay from the Tort Claim Trust Fund all sums the insured becomes legally obligated to pay as damages, court costs and litigation expenses because of the negligence of a registered volunteer performing their defined volunteer duties, property damage, loss of wages, economic loss, disease, pain and suffering, death, and any other element of actual damages recoverable in actions for their negligence.
- 11. Territory:** This insurance policy covers the registered volunteer anywhere he or she is performing their specific volunteer duties.
- 12. Limits of Liability:** \$1,000,000.00 each person; \$3,000,000.00 aggregate occurrence
- 13. Notice of Claim or Lawsuit:**
- a. To make certain that volunteers or utilizing state entities do not prejudice their rights to protection under this policy, each volunteer or utilizing State agency must report promptly, when:
 - (1) Notice of a Claim or Lawsuit is delivered to the volunteer or utilizing agency; or
 - (2) An arrest warrant arising out of a specified volunteer occurrence is served on the volunteer; or
 - (3) A notice (written or oral) is received from any person indicating an intention to hold the registered volunteer responsible for any breach of duty; or
 - (4) Any incident occurs that is likely to result in a claim or lawsuit. **Early reporting of an incident and the circumstances involved** may be crucial to the final outcome.
- 14. INCIDENT REPORTING:** When either of the above occurs, **immediately** forward all available information, along with copies of claims, lawsuits or intent letters with a letter of explanation to:

Risk Management
Georgia District of Human Resources
Office of Facilities & Support Services
2 Peachtree St., NW, Suite 29.454
Atlanta, Georgia 30303-3142

Phone Number: 404-651-8089

Fax Number: 404-657-6215

E-Mail Address: cdreid@dhr.state.ga.us

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MEDICAL RESERVE CORPS VOLUNTEER APPLICATION

North Georgia Medical Reserve Corps - Health District 1-2

100 W. Walnut Ave. Suite 92 Dalton, GA 30720

Phone (706) 272-2125, x306 – Fax (706) 272-2221

Last Name:		First Name:	
HOME	Street Address:		
	City:	County:	Zip:
	Phone:	Cell:	Fax:
	E-mail:		
WORK (if applicable)	Employer Name:		Job Title:
	Street:		
	City:	County:	Zip:
	Phone:	Fax:	E-mail:
ARE YOU UNDER 18 YEARS OF AGE? <input type="checkbox"/> No <input type="checkbox"/> Yes (<i>If yes, guardian signature required</i>): I understand my child/ward will be volunteering with NG Public Health District.			
Print Parent/Guardian Name		Parent/Guardian Signature	
I would like to volunteer in (please check <u>all</u> that apply):			
<input type="checkbox"/>	Cherokee County	<input type="checkbox"/>	Fannin County
<input type="checkbox"/>	Pickens County	<input type="checkbox"/>	Murray County
<input type="checkbox"/>		<input type="checkbox"/>	Gilmer County
<input type="checkbox"/>		<input type="checkbox"/>	Whitfield County
Special Skills (please check all that apply and attach extra page if necessary):			
<input type="checkbox"/>	CPR Certified	<input type="checkbox"/>	First Aid Certified
<input type="checkbox"/>	Automated Ext. Defibrillator Certified		
<input type="checkbox"/>	Other medical training and experience (please fill out medical volunteer information form)		
<input type="checkbox"/>	Counseling/mental health training/certification (please fill out medical volunteer form)		
<input type="checkbox"/>	American Sign Language		
<input type="checkbox"/>	Data entry or computer skills (please describe):		
<input type="checkbox"/>	Other skills or abilities (please list):		
<input type="checkbox"/>	Amateur Radio License (please list license level and call letters):		
<input type="checkbox"/>	Ability to speak/write/understand languages other than English (please list):		
<input type="checkbox"/>	Clergy (list religion/denomination and any counseling training or experience):		
<input type="checkbox"/>	Volunteer experience in disaster response and recovery (please list agency name):		

Membership in business, civic, professional or fraternal associations/organizations:		
Association/organization:	Position:	Years:
Association/organization:	Position:	Years:
Emergency Contact Information		
Emergency contact:	Relation:	
Street:		
City:	State:	Zip:
Phone:	Other Phone:	
How did you learn about this Volunteer Opportunity?		
<input type="checkbox"/>	http://www.nghd.org/	<input type="checkbox"/> Newspaper (please list)
<input type="checkbox"/>	Professional or civic organization	<input type="checkbox"/> Other Media (please list)
<input type="checkbox"/>	Word of mouth	<input type="checkbox"/> Other (explain)
Required community service: # of hours? _____ By when? _____ For whom?		
PERSONAL/PROFESSIONAL REFERENCES <i>(Only one reference may be a family member.)</i>		
1. Family Member: Name _____		
Relationship _____		
Phone W(____) _____ H(____) _____ C(____) _____		
Mailing Address _____		
2. Co Worker: Name _____		
Relationship _____		
Phone W(____) _____ H(____) _____ C(____) _____		
Mailing Address _____		
3. Friend: Name _____		
Relationship _____		
Phone W(____) _____ H(____) _____ C(____) _____		
Mailing Address _____		
Ethnicity <i>(This information is used for marketing purposes.)</i>		
<input type="checkbox"/> Prefer not to answer	<input type="checkbox"/> Black/African American	<input type="checkbox"/> Hispanic/Latino
<input type="checkbox"/> Pacific Islander/Hawaiian Native	<input type="checkbox"/> White	<input type="checkbox"/> Asian
<input type="checkbox"/> Native American/Alaska Native	<input type="checkbox"/> Multi-Racial	<input type="checkbox"/> Other
Gender		
<input type="checkbox"/> Prefer not to answer	<input type="checkbox"/> Female	<input type="checkbox"/> Male
Please read the following statement and sign below.		
<p><i>The North Georgia Health District does not discriminate against any individual on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief.</i></p> <p><i>I hereby authorize the verification of all necessary information, including employment, education, licensure (where applicable), criminal history, driving record, written or verbal information from references, and any other pertinent information related to this volunteer position. I certify that my answers to these questions are true and complete and that I have not knowingly withheld any information. I understand that any misrepresentation or omission of facts on this application may be cause for non-selection or dismissal.</i></p>		
Signature:		Date:

Please mail or fax this form to the address below:

Volunteer Coordinator, North Georgia Health District, 100 W. Walnut Ave. Suite 92, Dalton, GA 30720

Phone: (706)272-2125, x306. jmauro@dhr.state.ga.us Fax: (706)272-2221



North Georgia Medical Reserve Corps - Health District 1-2
100 W. Walnut Ave. Suite 92 Dalton, GA 30720
Phone (706) 272-2125, x306 – Fax (706) 272-2221

VOLUNTEER BACKGROUND CHECK CONSENT FORM

Organization: North Georgia Health District 1-2, Emergency Preparedness District

Applicant's Name (printed) _____

Driver's License Number: _____ State: _____

Social Security Number _____ Date of Birth _____

Address _____

City _____ State _____ Zip _____

I, _____, authorize and give consent for the above named organization to obtain information regarding myself. This includes the following:

- Criminal background records/information
- Sex Offender Registry Checks
- Driving Record
- Addresses

I the undersigned, authorize this information to be obtained either in writing or via telephone in connection with my volunteer application. Any person, firm or organization providing information or records in accordance with this authorization is released from any and all claims of liability for compliance. Such information will be held in confidence in accordance with the organization's guidelines.

Signature: _____ Date: _____

Witness: _____ Date: _____



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MEDICAL VOLUNTEER FORM

QUESTIONS FOR HEALTHCARE PROFESSIONALS

Name of Volunteer _____ Interviewer _____

1. Do you hold a valid license as a healthcare provider in Georgia? ____yes ____no

2. If yes, what are you licensed as?

3. If no, do you have any healthcare certifications from the state of Georgia? What are they?

4. Physicians: Where do you have admitting privileges?

5. Physicians: What is your specialty?

6. Paramedics: How many years have you been a paramedic? _____ How many of those years were you actually responding to calls? _____ Where have you worked?

7. Nurses, PAs, Inhalation Therapists, Physical Therapists: How many years have you worked in hospitals? _____

Nurses: What area(s) of the hospital?

8. If you have not worked in a hospital, where have you worked?

How many years? _____

9. Do you have current certification in any of the following?

(check the items answered "yes")

___BLS (CPR)

___ATLS

___CDLS

___PALS

___BTLS

___ACLS

___PHTLS

Others _____



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MEDIA RELEASE

The North Georgia Health District respects the privacy of its volunteers. Therefore, we request your permission to use your name, likeness, voice, and quotations as needed for broadcast media, publications, promotion, and/or public education. Please read and sign the appropriate statement below to grant this permission.

By signing below, permission is granted indefinitely. This permission may be revoked in writing at any time.

I hereby permit the North Georgia Health District to use my name, likeness, voice, and quotations as needed for broadcast media, publication, promotion, and/or public education.

Signed:_____ Date:_____

Name (please print):_____

Business/Organization & Title (if applicable):_____



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CONFIDENTIALITY STATEMENT

Security and confidentiality are issues of paramount importance to the North Georgia Health District 1-2. The District of Human Resources (DHR) Policy reads, “It is the policy of the DHR to respect and acknowledge the privacy and confidentiality of its clients.”

In the course of your volunteer duties, you may become aware of confidential information, including but not limited to the addresses, phone numbers, social security numbers, and medical histories of community members. You are obligated as a volunteer of the North Georgia Health District 1-2 to follow the DHR policy on confidentiality.

Some guidelines to follow include:

1. Follow all training and instructions regarding the collection and management of client information.
2. Keep all client information within your control until transferred to the appropriate personnel.
3. Keep all client information out of the view of others.
4. Never discuss clients or their circumstances with unauthorized personnel.
5. Never discuss one client with another.
6. Never discuss clients or their circumstances in areas where it may be possible to overhear the discussion.
7. Treat all client information as privileged and confidential.

I agree to the above instructions and pledge my commitment to the confidentiality of client information. I understand that failure to maintain client confidentiality may result in legal or disciplinary action including dismissal.

Signature

Date

Printed Name



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Volunteer Evaluation Form

Name of Volunteer Period Covered

Position Date of Evaluation

Position Goals

	NOT MET	SATISFACTORY		WELL MET	
1.	1	2	3	4	5
2.	1	2	3	4	5
3.	1	2	3	4	5
4.	1	2	3	4	5

Work Relationships

	POOR	SATISFACTORY		EXCELLENT	
Relations with other volunteers	1	2	3	4	5
Relations with staff	1	2	3	4	5
Relations with clients	1	2	3	4	5
Initiative	1	2	3	4	5
Flexibility	1	2	3	4	5
Meeting commitments	1	2	3	4	5

Comments by supervisor regarding above areas:

.....

.....

.....

What else can be done to support the volunteer in this position or to move the volunteer to a new position?

.....

.....

Signed Date: Signed Date:
 (Volunteer) (Supervisor)

Next scheduled evaluation:



North Georgia Medical Reserve Corps - Health District 1-
100 W. Walnut Ave. Suite 92 Dalton, GA 30720
Phone (706) 272-2125, x306 – Fax (706) 272-2221

VOLUNTEER LIABILITY INSURANCE COVERAGE AGREEMENT

The District of Human Resources (DHR) provides liability protection to DHR volunteers under an insurance policy purchased from the state District of Administrative Services. Volunteers who sign the DHR Volunteer Registration and Liability Insurance Coverage Application (Form 5298) will receive liability protection while they serve as a DHR volunteer.

Volunteers will complete Form 5298 only in the event of an actual event requiring a response by volunteers. Liability coverage will be event specific and will apply only to those duties specified on Form 5298.

Exclusions include:

- 1) Losses resulting from volunteer conduct that was not within the scope of their specifically described volunteer duties as stated on Form 5298 under the section entitled, "Specific Duties to be Performed."
- 2) Volunteers of agencies under the County Boards of Health and the Community Service Boards.

IMPORTANT INFORMATION:

- 1) Only those volunteers who complete and sign Form 5298 are eligible to receive DHR liability coverage.
- 2) Coverage is effective immediately and expires on June 30.
- 3) Volunteers should ask any questions about their specific duties before signing Form 5298.
- 4) Volunteers who perform transportation duties agree to the following:
 - a. The volunteer must have a valid driver's license for the class of vehicle which will be used.
 - b. A photocopy of the volunteer's driver's license must be made and maintained in their volunteer file.
 - c. The volunteer must have proof of private automobile insurance for the vehicle which will be used.
 - d. A photocopy of the vehicle insurance card must be made and maintained in their volunteer file.
 - e. Volunteers are prohibited from operating state-owned vehicles.
 - f. By signing Form 5298, the volunteer acknowledges that:
 - i. The volunteer's driver's license is not suspended.
 - ii. The volunteer's motor vehicle driving record (MVR) for the past three years does not contain any serious driving violations such as, but not limited to:
 1. driving under the influence,
 2. reckless driving,
 3. speeding, and/or,
 4. vehicular homicide.
 - iii. If such an event should occur while he/she is a registered volunteer, he/she will notify the District which utilizes his/her volunteer service and will cease to provide this volunteer transportation.

I have read and understand the above information concerning the liability coverage provided for volunteers by DHR.

Signature

Date

Printed Name

Georgia District of Human Resources
VOLUNTEER REGISTRATION AND LIABILITY INSURANCE COVERAGE APPLICATION

TO BE COMPLETED BY LOCAL AGENCY ◆◆◆ (INCOMPLETE APPLICATIONS WILL BE RETURNED)

PLEASE PRINT:

NAME:

SOCIAL SECURITY #:

DRIVERS LICENSE#:

EXPIRATION DATE:

MAILING ADDRESS:

(CITY)

(STATE)

(ZIP)

STATE AGENCY NAME:

MAILING ADDRESS:

(CITY)

(STATE)

(ZIP)

CONTACT PERSON:

(NAME)

(TITLE)

TELEPHONE #:

This application for **"LIABILITY INSURANCE COVERAGE ONLY"** is effective immediately and the policy coverage year is July 1st to June 30th.

By my signature below, I acknowledge and understand that this Liability Insurance Coverage is only in effect when I am requested by the above named state agency to perform the specific volunteer duties as outlined below. I further acknowledge that my driver's license is current and that my driving record does not contain any serious moving traffic violations for the past three years. Serious traffic violations include, but are not limited to some of the following: speeding, driving under the influence, reckless driving and vehicular homicide. If I receive one of the above driving violations, I will notify the state agency for which I provide volunteer transportation and I will immediately stop providing this volunteer transportation.

Specific Duties to be performed:

SUBMIT APPLICATION TO:

DHR FLEET AND RISK MANAGEMENT
OFFICE OF FACILITIES & SUPPORT SERVICES
2 PEACHTREE STREET, N.W., ROOM 29.494
ATLANTA, GEORGIA 30303-3142
(404) 651-8089

Volunteer Signature:

Date

Agency Representative:

Date:

ALL ACCIDENTS MUST BE REPORTED IMMEDIATELY BY THE VOLUNTEER TO THE UTILIZING STATE AGENCY WHO WILL NOTIFY THE DHR - RISK MANAGEMENT OFFICE.



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VOLUNTEER TRAINING RECORD

Volunteer Name: _____

Position: _____

DATE	TRAINING ACTIVITY COMPLETED	INITIALS	COPY IN FILE	HOURS
	Orientation			
	IS 22 – Citizen Preparedness			
	IS 100 – Introduction to Incident Command			
	IS 200 – Incident Command System Basics			
	IS 700 – National Incident Management Plan			
	Optional – IS 800 – National Response Plan			
	SNS Overview			
	POD Overview			
	Biologics I – Pandemic Flu/Anthrax			
	Biologics II -			
	Isolation & Quarantine			
	Prepare to Respond to a Disaster			
	CPR / AED			
	Shelter Management			
	EXERCISES			
	POD I			
	POD II			
	Field Hospital Deployment			



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Event Sign In Sheet

Date: _____ Location: _____

Please Print

Name

Initial

Volunteer Time **Time** **Total**
In Out Hours

Page _____ of _____



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TIME RECORD

Volunteer Name: _____

Date	Activity	Hours	Authorized Signature



North Georgia Medical Reserve Corps - Health District 1-2

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VOLUNTEER POSITION DESCRIPTION

ASL Interpreter

Position Title:	American Sign Language (ASL) Interpreter
Purpose:	The position of ASL Interpreter supports the North Georgia Health District during a public health emergency or disaster.
Location:	Dispensing/Treatment Site. Special Needs Area. Location to be determined by need.
Key Responsibilities:	<ul style="list-style-type: none">(1) Provides ASL interpretation to deaf/hard-of-hearing individuals through each stage of treatment;(2) Answers questions with input/direction from medical professionals when necessary;(3) Provides individuals with intake forms and ensure proper completion;(4) Ensures that individuals have and understand all necessary information before exiting; and(5) Maintains flow of patients through the area.
Reports to:	Site Manager, or assigned staff.
Length of Appointment:	Volunteer service is not time-limited.
Time Commitment:	Shift as assigned during an emergency/disaster for a period of one or more days as needed.
Qualifications:	<p>Certified ASL Interpreters preferred. Proof of training/ability must be provided. Ability to work with the public in a calm and reassuring manner required. Knowledge of medical terminology preferred.</p> <p>Completed volunteer application with proof of interpretation skills required.</p>
Support Provided:	<p>Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed.</p> <p>Liability insurance coverage is provided while on official business for the District.</p>
Date Reviewed:	January 2006



North Georgia Medical Reserve Corps - Health District 1-2

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Phone (706) 272-2125, x306 – Fax (706) 272-2221

VOLUNTEER POSITION DESCRIPTION

Data Entry Volunteer

Position Title: Data Entry Volunteer

Purpose: The position of Data Entry Volunteer supports the North Georgia Health District before, during, and/or after a public health emergency or disaster.

Location: Varies, may include Dispensing/Treatment Site, Volunteer Coordination Center, District Operations Center, District Office.

Location to be determined by need.

Key Responsibilities:

- (1) Performs data entry and other clerical duties as needed;
- (2) Assists site staff and volunteers as requested;
- (3) Maintains confidentiality at all times;
- (4) Accepts assignment to any other area, as needed; and
- (5) Assists Public Health professionals with data entry and collation after emergency, as applicable.

Reports to: Site Manager, or assigned staff.

Length of Appointment: Volunteer service is not time-limited.

Time Commitment: Shift as assigned during an emergency/disaster for a period of one or more days as needed.

Qualifications: Computer data entry skills and the ability to work with the public in a calm and reassuring manner required.

Completed volunteer application is required.

Support Provided: Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed.

Liability insurance coverage is provided while on official business for the District.

Date Reviewed: March 2006



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VOLUNTEER POSITION DESCRIPTION

Food Service Volunteer

Position Title:	Food Service Volunteer
Purpose:	The position of Food Service Volunteer supports the North Georgia Health District during a public health emergency or disaster.
Location:	Dispensing/Treatment Site or Volunteer Coordination Center. Location to be determined by need.
Key Responsibilities:	(1) Prepares food for volunteers and staff; (2) Serves food to volunteers and staff or maintains buffet; (3) Stores food products in a safe and sanitary manner; (4) Maintains cleanliness of food preparation and serving area; and (5) Accepts assignment to any other area, as needed.
Reports to:	Site Manager, or assigned staff.
Length of Appointment:	Volunteer service is not time-limited.
Time Commitment:	Shift as assigned during an emergency/disaster for a period of one or more days as needed.
Qualifications:	Food preparation skills and experience serving large groups are necessary. Ability to work with the public in a calm and reassuring manner required. Completed volunteer application is required.
Support Provided:	Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed. Liability insurance coverage is provided while on official business for the District.
Date Reviewed:	March 2006



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VOLUNTEER POSITION DESCRIPTION

Foreign Language Interpreter

Position Title: Foreign Language Interpreter

Purpose: The position of Foreign Language Interpreter supports the North Georgia Health District during a public health emergency or disaster.

Location: Dispensing/Treatment Site. Special Needs Area.
Location to be determined by need.

Key Responsibilities:

- (1) Provides foreign language interpretation to non-English speaking individuals through each stage of treatment;
- (2) Answers questions with input/direction from medical professionals when necessary;
- (3) Provides individuals with intake forms and ensure proper completion;
- (4) Ensures that individuals have and understand all necessary information before exiting; and
- (5) Maintains flow of patients through the area.

Reports to: Site Manager, or assigned staff.

Length of Appointment: Volunteer service is not time-limited.

Time Commitment: Shift as assigned during an emergency/disaster for a period of one or more days as needed.

Qualifications: Certified Foreign Language Interpreters preferred. Proof of training/ability must be provided. Ability to work with the public in a calm and reassuring manner required. Knowledge of medical terminology preferred.
Completed volunteer application with proof of interpretation skills required.

Support Provided: Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed.

Liability insurance coverage is provided while on official business for the District.

Date Reviewed: March 2006



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VOLUNTEER POSITION DESCRIPTION

Forms Collector/Exit Area Volunteer

Position Title:	Forms Collector/Exit Area Volunteer
Purpose:	The position of Forms Collector/Exit Area Volunteer supports the North Georgia Health District during a public health emergency or disaster.
Location:	Dispensing/Treatment Site. Patient Exit Area. Location to be determined by need.
Key Responsibilities:	(1) Greets individuals as they exit the treatment area; (2) Checks forms for completion and collects from individuals; (3) Ensures that individuals have been properly processed through the site; (4) Ensures that individuals have all necessary information before exiting; and (5) Maintains flow of patients through the area.
Reports to:	Site Manager, or assigned staff.
Length of Appointment:	Volunteer service is not time-limited.
Time Commitment:	Shift as assigned during an emergency/disaster for a period of one or more days as needed.
Qualifications:	Ability to work with the public in a calm and reassuring manner required. Completed volunteer application is required.
Support Provided:	Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed. Liability insurance coverage is provided while on official business for the District.
Date Reviewed:	March 2006



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VOLUNTEER POSITION DESCRIPTION

Forms Distributor/Education Area Volunteer

Position Title:	Forms Distributor/Education Area Volunteer
Purpose:	The position of Forms Distributor/Education Area Volunteer supports the North Georgia Health District during a public health emergency or disaster.
Location:	Dispensing/Treatment Site. Education Area. Location to be determined by need.
Key Responsibilities:	(1) Directs arriving individuals into the Education Area; (2) Provides pre-treatment education in the form of video, presentation, or printed material; (3) Provides individuals with Intake Forms to be completed before treatment; (4) Ensures basic understanding of presented material; and (5) Maintains flow of patients through the area.
Reports to:	Site Manager, or assigned staff.
Length of Appointment:	Volunteer service is not time-limited.
Time Commitment:	Shift as assigned during an emergency/disaster for a period of one or more days as needed.
Qualifications:	Teaching, public speaking, and/or presentation experience desired. Ability to work with the public in a calm and reassuring manner required. Completed volunteer application is required.
Support Provided:	Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed. Liability insurance coverage is provided while on official business for the District.
Date Reviewed:	March 2006



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VOLUNTEER POSITION DESCRIPTION

Greeter/Initial Triage Personnel

Position Title:	Greeter/Initial Triage Personnel
Purpose:	The position of Greeter/Initial Triage Personnel supports the North Georgia Health District during a public health emergency or disaster.
Location:	Dispensing/Treatment Site. Site entrance. Location to be determined by need.
Key Responsibilities:	(1) Greets the public as they arrive at the Dispensing/Treatment Site; (2) Performs initial triage on individuals as they arrive, sending those who appear to be ill or affected to Medical Assessment; (3) Directs individuals with special needs, i.e. communication barriers, mental health issues, to Special Needs area; and (4) Directs all others to Education/Forms area.
Reports to:	Site Manager, or assigned staff.
Length of Appointment:	Volunteer service is not time-limited.
Time Commitment:	Shift as assigned during an emergency/disaster for a period of one or more days as needed.
Qualifications:	Medical screening/triage experience necessary, prefer licensed/certified medical professional (i.e. LPN, RN, EMT, MA). Proof of experience, education, and credentials must be provided. Completed volunteer application with background check is required.
Support Provided:	Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed. Liability insurance coverage is provided while on official business for the District.
Date Reviewed:	March 2006



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VOLUNTEER POSITION DESCRIPTION

Inventory Assistant

Position Title: Inventory Assistant

Purpose: The position Inventory Assistant supports the North Georgia Health District during a public health emergency or disaster.

Location: Receipt, Staging and Storage (RSS) Site.
Location to be determined by need.

Key Responsibilities:

- (1) Assists with Strategic National Stockpile (SNS) inventory tracking;
- (2) Creates picking tickets based on Dispensing Site needs;
- (3) Maintains security of SNS and RSS Site; and
- (4) Assists as needed with other duties at RSS Site.

Reports to: Site Manager, or assigned staff.

Length of Appointment: Volunteer service is not time-limited.

Time Commitment: Shift as assigned during an emergency/disaster for a period of one or more days as needed.

Qualifications: Must have the ability to lift heavy boxes and no existing injuries. Inventory experience is preferred.
Completed volunteer application with background check is required.

Support Provided: Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed.
Liability insurance coverage is provided while on official business for the District.

Date Reviewed: March 2006



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VOLUNTEER POSITION DESCRIPTION

Maintenance/Janitorial Volunteer

Position Title:	Maintenance/Janitorial Volunteer
Purpose:	The position of Maintenance/Janitorial Volunteer supports the North Georgia Health District during a public health emergency or disaster.
Location:	Dispensing/Treatment Site; Receipt, Staging, and Storage (RSS) Site; and/or Volunteer Coordination Center. Location to be determined by need.
Key Responsibilities:	(1) Performs maintenance tasks as needed at any given site; (2) Ensures building integrity and security; (3) Performs general janitorial duties and maintains sanitary conditions; (4) Responds to maintenance and janitorial requests; and (5) Accepts assignment to any other area, as needed.
Reports to:	Site Manager, or assigned staff.
Length of Appointment:	Volunteer service is not time-limited.
Time Commitment:	Shift as assigned during an emergency/disaster for a period of one or more days as needed.
Qualifications:	Must have maintenance/janitorial skills and experience, the ability to lift 100 lbs. and no existing injuries. Ability to work around the public in a calm and reassuring manner is required. Completed volunteer application with background check is required.
Support Provided:	Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed. Liability insurance coverage is provided while on official business for the District.
Date Reviewed:	March 2006



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VOLUNTEER POSITION DESCRIPTION

Patient Escort/Runner

Position Title:	Patient Escort/Runner
Purpose:	The position of Patient Escort/Runner supports the North Georgia Health District during a public health emergency or disaster.
Location:	Dispensing/Treatment Site. Location to be determined by need.
Key Responsibilities:	(1) Directs individuals from one station to the next; (2) Answers questions with input/direction from medical professionals when necessary; (3) Assists individuals with mobility issues; (4) Assists site staff and volunteers as requested; and (5) Accepts assignment to any other area, as needed.
Reports to:	Site Manager, or assigned staff.
Length of Appointment:	Volunteer service is not time-limited.
Time Commitment:	Shift as assigned during an emergency/disaster for a period of one or more days as needed.
Qualifications:	Ability to work with the public in a calm and reassuring manner is required. Completed volunteer application is required.
Support Provided:	Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed. Liability insurance coverage is provided while on official business for the District.
Date Reviewed:	March 2006



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VOLUNTEER POSITION DESCRIPTION

Shipping & Receiving Clerk

Position Title:	Shipping & Receiving Clerk
Purpose:	The position of Shipping & Receiving Clerk supports the North Georgia Health District during a public health emergency or disaster.
Location:	Receipt, Staging and Storage (RSS) Site. Location to be determined by need and with respect to volunteer's county of residence.
Key Responsibilities:	(1) Assists with the receipt of the Strategic National Stockpile (SNS); (2) Loads supplies onto trucks; (3) Keeps accurate records of all receipts and shipments; (4) Maintains security of SNS and RSS Site; and (5) Assists as needed with other duties at RSS Site.
Reports to:	Site Manager, or assigned staff.
Length of Appointment:	Volunteer service is not time-limited.
Time Commitment:	Shift as assigned during an emergency/disaster for a period of one or more days as needed.
Qualifications:	Must have the ability to operate a forklift, the ability to lift 100 lbs., and no existing injuries. Shipping and receiving experience is preferred. Must provide proof of experience and training/certification. Completed volunteer application with background check is required.
Support Provided:	Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed. Liability insurance coverage is provided while on official business for the District.
Date Reviewed:	March 2006



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VOLUNTEER POSITION DESCRIPTION

Storage & Picking Assistant

Position Title:	Storage & Picking Assistant
Purpose:	The position of Storing & Picking Assistant supports the North Georgia Health District during a public health emergency or disaster.
Location:	Receipt, Staging and Storage (RSS) Site. Location to be determined by need.
Key Responsibilities:	(1) Rolls Strategic National Stockpile (SNS) inventory into place for storage; (2) Picks orders based on Dispensing Site requisitions; (3) Labels pallets and completes picking ticket; (4) Maintains security of SNS and RSS Site; and (5) Assists as needed with other duties at RSS Site.
Reports to:	Site Manager, or assigned staff.
Length of Appointment:	Volunteer service is not time-limited.
Time Commitment:	Shift as assigned during an emergency/disaster for a period of one or more days as needed.
Qualifications:	Must have the ability to operate a forklift, the ability to lift 100 lbs., and no existing injuries. Experience with order picking and supply storage are preferred. Must provide proof of experience and training. Completed volunteer application with background check is required.
Support Provided:	Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed. Liability insurance coverage is provided while on official business for the District.
Date Reviewed:	March 2006



North Georgia Medical Reserve Corps - Health District 1-2
100 W. Walnut Ave. Suite 92 Dalton, GA 30720
Phone (706) 272-2125, x306 – Fax (706) 272-2221

VOLUNTEER POSITION DESCRIPTION

Supply Driver

Position Title: Supply Driver

Purpose: The position of Supply Driver supports the North Georgia Health District during a public health emergency or disaster.

Location: Will drive a route between the Receipt, Staging and Storage (RSS) Site and Dispensing Site.

Location to be determined by need.

Key Responsibilities:

- (1) Drives Strategic National Stockpile (SNS) supplies from RSS Site to Dispensing Site;
- (2) Maintains security of SNS supplies at all times during transit;
- (3) Ensures proper receipt of SNS supplies at Dispensing Site;
- (4) Maintains security of SNS and RSS Site; and
- (5) Assists as needed with other duties at RSS Site.

Reports to: Site Manager, or assigned staff.

Length of Appointment: Volunteer service is not time-limited.

Time Commitment: Shift as assigned during an emergency/disaster for a period of one or more days as needed.

Qualifications: Must possess a Commercial Driver's License (CDL) and be insured to drive the truck which will be used. Must have the ability to lift 100 lbs. and no existing injuries.

Completed volunteer application with background check is required.

Support Provided: Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed.

Liability insurance coverage is provided while on official business for the District.

Date Reviewed: March 2006



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VOLUNTEER POSITION DESCRIPTION

Volunteer Coordination Center Assistant

Position Title:	Volunteer Coordination Center Assistant
Purpose:	The position of Volunteer Coordination Center Assistant supports the North Georgia Health District during a public health emergency or disaster.
Location:	Volunteer Coordination Center Location to be determined by need.
Key Responsibilities:	<ul style="list-style-type: none">(1) Greets volunteers entering the center;(2) Distributes and explains paperwork to potential volunteers;(3) Collects completed paperwork and processes volunteers according to procedure;(4) Performs data entry and other clerical duties as needed;(5) Assists center staff and volunteers as requested; and(6) Accepts assignment to any other area, as needed.
Reports to:	Volunteer Coordinator, or assigned staff.
Length of Appointment:	Volunteer service is not time-limited.
Time Commitment:	Shift as assigned during an emergency/disaster for a period of one or more days as needed.
Qualifications:	<p>Ability to work with the public in a calm and reassuring manner is required. Human resources or volunteer management experience and computer skills are preferred.</p> <p>Completed volunteer application is required.</p>
Support Provided:	<p>Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed.</p> <p>Liability insurance coverage is provided while on official business for the District.</p>
Date Reviewed:	March 2006



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VOLUNTEER POSITION DESCRIPTION

Warehouse Assistant

Position Title:	Warehouse Assistant
Purpose:	The position of Warehouse Assistant supports the North Georgia Health District during a public health emergency or disaster.
Location:	Receipt, Staging and Storage (RSS) Site. Location to be determined by need.
Key Responsibilities:	(1) Assists with general duties at RSS Site; (2) May provide clerical assistance to RSS Site staff; (3) May accompany Supply Driver to Dispensing Site to provide assistance; (4) Maintains security of SNS and RSS Site; and (5) Assists as needed with other duties at RSS Site.
Reports to:	Site Manager, or assigned staff.
Length of Appointment:	Volunteer service is not time-limited.
Time Commitment:	Shift as assigned during an emergency/disaster for a period of one or more days as needed.
Qualifications:	Must have the ability to lift 100 lbs. and no existing injuries. Experience working in a warehouse setting and the ability to operate a forklift are desirable. Completed volunteer application with background check is required.
Support Provided:	Training for this position will be provided in an orientation session prior to the start of volunteer service. This orientation may be provided in an abbreviated session as dictated by need (i.e. emergency/disaster). In addition, the Volunteer Coordinator is available on an ongoing basis to answer questions and to provide other assistance or training as needed. Liability insurance coverage is provided while on official business for the District.
Date Reviewed:	March 2006



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RECEIPT OF POLICIES & PROCEDURES MANUAL

The North Georgia Health District and the Emergency Preparedness District value the integrity of the Volunteer Program. Therefore, it is important that all volunteers receive and understand the policies and procedures of the program.

Please read and sign the statement below. Upon completion, this form will be kept in your volunteer file.

I acknowledge having received a copy of the Volunteer Policy and Procedure Manual on this date. I agree to read this document in its entirety. I further agree that I will adhere to the policies herein.

I understand that if I have questions concerning this manual, I may address them with the Volunteer Coordinator at any time.

Signed: _____ Date: _____

Name (please print): _____

Business/Organization & Title (if applicable): _____